

POSITION DESCRIPTION
Computer Specialist
GS-0334-13

I. INTRODUCTION

This position is located in the U.S. Department of Education in the office of the General Manager, Students Channel, Office of Student Financial Assistance. The Students Channel provides best in business services to potential and current borrowers and aid recipients and delivers a range of services that heighten students' and parents' awareness and understanding of options to finance their education.

This position is established to analyze/perform work necessary to plan, design, develop, acquire, document, test, implement, integrate, maintain, or modify systems for solving problems or accomplishing work processes by using computers.

II. MAJOR DUTIES AND RESPONSIBILITIES

- Analyzes and evaluates work concerned with integrated systems of computer programs and/or computer equipment.
- Applies available technologies and basic management principles to adapt computer methods to a variety of subject matter situations.
- Supports subject matter users by developing or designing applications for computers and/or in selecting, or assisting in selecting computer equipment.
- Oversees/performs equipment installation or relocation, testing and acceptance processes.
- Responds to and resolves problems with software, hardware and systems management.
- Integrates several hardware, software, and/or computer related services to provide an integrated information system.
- May evaluate vendor or employee developed software to assure that it will provide the desired results and operate properly on assigned equipment systems.

III. FACTORS

FACTOR 1	KNOWLEDGE REQUIRED	Level 1-7	1250
points			

- Knowledge of a wide range of computer techniques, requirements, methods, sources and procedures.
- Knowledge of system software and systems development life cycles, including systems documentation, design development, configuration management, cost analysis, data administration, systems integration, and testing.
- Skill in modifying and adapting precedent solutions to unique or specialized requirements.
- Skill in applying agency policies and data processing standards and knowledge of technical

data to evaluate alternate approaches to problem solutions.

-- Skill in relating considerations or facets of the work to the overall project.

FACTOR 2	SUPERVISORY CONTROLS	Level 2-4	450
points			

The employee is responsible for planning and carrying out projects and analyses of the organization's requirements. This involves interpretation of policies, procedures, and regulations in accord with mission objectives. The employee informs the supervisor of potentially controversial matters. Completed work is reviewed by the supervisor from an overall standpoint for compatibility with other work/effectiveness in meeting requirements.

FACTOR 3	GUIDELINES	Level 3-5	650
points			

Guidelines consist of general agency policy, broadly stated technical objectives, or comparable guidance requiring extensive interpretation and definition. The employee must use judgment to interpret overall objectives, isolate areas that need study and devise/plan projects to accomplish objectives. The employee has expert status throughout the POC.

FACTOR 4	COMPLEXITY	Level 4-5	325
points			

The work consists of various projects/studies which call for significant departures from established practice. Decisions are complicated by the novel or obscure nature of the problems and/or special requirements for organization and coordination. Technical difficulty is exceptional, i.e., developing major items of system software where numerous conditions/options must be considered or developing specifications for a major segment of a new, unprecedented application system.

FACTOR 5	SCOPE AND EFFECT	Level 5-5	325
points			

The work involves isolating and defining issues or conditions, resolving critical problems in organization-wide systems, or developing new approaches and techniques for use by others. Advice, guidance, or results of the work affect development of major aspects of administrative or scientific efforts throughout a POC.

FACTORS 6&7 PERSONAL CONTACTS AND PURPOSE OF CONTACTS			
		Level 3c	180 points

Contacts are with bureau employees, vendors, computer personnel with other agencies, professional association representatives, etc. The purpose of contacts is to influence others to utilize particular technical methods and procedures or to persuade others to cooperate in meeting objectives when (in either case) there are problems in securing cooperation.

FACTOR 8	PHYSICAL DEMANDS	Level 8-1	5 points
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No unusual physical exertion is required.

FACTOR 9	WORK ENVIRONMENT	Level 9-1	5
points			

The work is performed in an office setting.

TOTAL = 3190 points

IV. UNIQUE POSITION REQUIREMENTS

- Reports to the Director of Administrative Services within Students Channel
- Oversee the development of business case studies that support the IT initiatives
- Knowledge of the law and regulations relative to Federal student loan programs
- Ability to implement student loan policy through design, development, and administration of student loan systems
- Knowledge of automated data processing standards, policies and system design guidelines
- Ability to analyze and evaluate work concerned with integrated systems to computer programs and/or computer equipment
- Prior experience in and knowledge of wide range of computer techniques, requirements, methods, sources, procedures
- Prior experience in and knowledge of system software and systems development life cycles, including systems documentation, design development, configuration management, cost analysis, data administration, systems integration, and testing
- Skill in overseeing/performing equipment installation or relocation, testing and acceptance processes
- Skill in modifying and adapting precedent solutions to unique or specialized requirements
- Ability to apply available technologies and basic management principles to adapt computer methods to a variety of subject matter situations
- Knowledge of automatic data processing (ADP) principles and practices
- Ability to communicate orally and in writing